

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148 Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 09-NOV-2015 APR 13 2016		Repository ☐	
		Reference No. 10789175					
OWNER INFORMATION (Type or Print)							
Name		[REDACTED]		Daytime Telephone Number		E-mail Address	
Address		[REDACTED]		Evening Telephone Number		[REDACTED]	
City MEDFORD		State OR		Zip Code		[REDACTED]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2HNYD18642H [REDACTED]				Make ACURA		Model MDX	
						Model Year 2002	
Date Purchased 4/28/15		Dealer's Name and Telephone Number JC Auto Sales 541-622-5422				Engine: No: Cylinders	
Original Owner ☐		Dealer's City Medford		State OR		Zip Code	
				6		gas	
Transmission Type Auto		☒ Antilock Brakes ☒ Cruise Control		Powertrain 4wd/Awd		Multiple Failure: ges	
						Incident Date(s) 04-MAY-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 110000 ELECTRICAL SYSTEM						Failure Mileage 215000	
						Failure Speed Any Speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:			
Tire Component Code					Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)							
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured		Number of Deaths	
						Reported to Police N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).							
TL* THE CONTACT OWNS A 2002 ACURA MDX. THE CONTACT STATED THAT THE KEY RANDOMLY WOULD NOT TURN OVER. INTERMITTENTLY, THE ANTI-THEFT FEATURE ACTIVATED AND PREVENTED THE VEHICLE FROM STARTING. THE FAILURE OCCURRED MORE THAN FIVE TIMES IN WHICH THERE WAS A SUDDEN LOSS OF POWER AND THE VEHICLE STALLED. THE CONTACT HAD TO MAKE NUMEROUS ATTEMPTS TO MANEUVER THE KEY TO GET THE VEHICLE TO RESTART. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND PROVIDED NO REMEDY. THE APPROXIMATE FAILURE MILEAGE WAS 215,000.							
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY							
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.							

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

On several occasions the car died while driving. When it died I lost all power and brakes and steering. Anti-Theft System activated even when on the freeway. Called Acura and explained that it was the same failure as the 1999 recalled Honda Pilot ~~they~~ they told me it's not their problem.

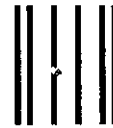
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

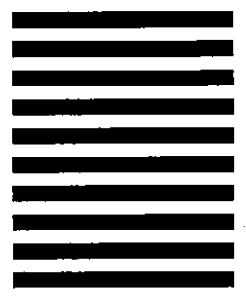
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



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US Department of Transportation

National Highway Traffic Safety Administration

Office of Defects Investigation, ~~NVS-210~~

NVS-210

1200 New Jersey Avenue SE.

Washington, D.C. 20077-9382

~~Ref 100~~
Ref 100



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Reference No.
10789175

Southern Oregon's Only Precision Team Award Winner

CUSTOMER #:

INVOICE



1899 Highway 99 North * Ashland, OR 97520

(541) 488-6746

1-800-627-7720 Fax (541) 482-5953

7:30 - 5:30 Mon - Fri

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MEDFORD, OR

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HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 1068 JOE BUTTERFIELD

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
WHITE	02	ACURA MDX		2HNYD18642H			233364/233364		T2796
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN15 DD			17:00 09NOV15			120.00	CASH	09NOV15	
R.O. OPENED		READY		OPTIONS: SOLD-STK: DLR: ENG:3.5 Liter					
09:28 09NOV15		17:10 09NOV15		TRN:AUT 1)REF-12201 AL-5084 RC-25132 EXT-NH578					
				INT-E					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A PERFORM MULTI POINT INSPECTION AND STAMP MAINTENANCE JOURNAL

FREE PERFORM MULTI POINT INSPECTION AND STAMP

MAINTENANCE JOURNAL

1647 CA 0.00

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

233364 PERFORMED INSPECTION. ALL TIRES AT 35 PSI AND 8/32" TREAD
DEPTH. FRONT BRAKE PADS 9MM AND REARS 5MM THICKNESS. WIPERS GOOD.
RECOMMEND AIR FILTER, CABIN FILTER, BATTERY, BRAKE FLUID FLUSH, P/S
FLUID FLUSH, 3X ATF FLUSH, COOLANT FLUSH, FUEL INJ/EMISSIONS/T-BODY
SERVICE, OIL PUMP RESEAL, TIMING BELT SERVICE, SPARK PLUGS.

B T.5 CHK AND ADVISE CUST STATES IGNITION CYLINDER DIFFICULT TO TURN TO
START, VEHICLE INTERMITTENTLY STALLS WHILE DRIVING,

A7000 *** BODY ELECTRICAL ***

1647 CA 0.50

25.00

25.00

PARTS: 0.00 LABOR: 25.00 OTHER: 0.00 TOTAL LINE B: 25.00

233364 0.50 DUPLICATED CONCERN. FOUND IGNITION CYLINDER TURNS TO
START, BUT WILL INTERMITTENTLY STALL VEHICLE, ALL ELECTRICAL DEVICES
WILL SHUT OFF. REMOVED AND INSPECTED IGNITION SWITCH ELECTRICAL SIDE
AND FOUND CONTACTS WITHIN IGNITION SWITCH WORN AND ONLY CONTACTING
INTERMITTENTLY. RECOMMEND REPLACING IGNITION SWITCH ELECTRICAL SIDE
HARNES.

C** T.5 CHK AND ADVISE CUST STATES HEARS TAPPING MOISE FROM ENGINE AT
IDLE

A1000 *** ENGINE REPAIR ***

1647 CA 0.50

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

233364 0.50 DUPLICATED CONCERN. FOUND ABNORMAL METAL TAPPING NOISE
PRESENT AT IDLE AND WITH SLIGHT ACCELERATOR PEDAL PRESSING. INSPECTED
ACCESSORY BELT AREA AND FOUND NOISE SEEMS TO COME FROM ACCESSORY BELT.
REMOVED ACCESSORY BELT AND OPERATED ENGINE, FOUND NOISE NO LONGER
PRESENT. INSPECTED ACCESSORY BELT TENSIONER AND FOUND TENSIONER BINDING
INTERNALLY WHEN ABSORBING BELT VIBRATIONS. RECOMMEND REPLACING

YOUR NEXT SERVICE WILL BE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all
of the warranties with respect to
the sale of this item/items. The
Seller hereby expressly disclaims all
warranties either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

REMEMBER...WE CAN SERVICE YOUR OTHER VEHICLES TOO!

CUSTOMER COPY

Reference NO.
10789175

Southern Oregons Only Precision Team Award Winner

CUSTOMER #:

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SERVICE ADVISOR: 1068 JOE BUTTERFIELD

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WHITE	02	ACURA MDX	2HNYD18642H		233364/233364	T2796

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01JAN15 DD			17:00 09NOV15		120.00	CASH	09NOV15

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:	ENG:
09:28 09NOV15	17:10 09NOV15	TRN:AUT 1)REF-12201 AL-5084 RC-25132 EXT-NH578			3.5 Liter
		INT-E			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1							

ACCESSORY BELT TENSIONER.

D** T1.5 R&R IGNITION SWITCH HARNESS

A7000 *** BODY ELECTRICAL ***

1647 CA 1.50

1 SWITCH IGNITION SWITCH

PARTS: 50.00 LABOR: 177.00 OTHER: 0.00 TOTAL LINE D: 227.00

233364 1.50 REPLACED IGNITION SWITCH HARNESS ASSEMBLY AS

RECOMMENDED. IGNITION SWITCH OPERATING NORMALLY AFTER REPAIRS, VEHICLE

NO LONGER STALLS, IGNITION CYLINDER TURNS WITH MINIMAL FORCE. ALL OK AT

THIS TIME.

THANKS AGAIN FROM ALL OF US AT BUTLER IMPORTS
YOU MAY RECEIVE A SURVEY IN THE MAIL. IF YOU
ARE UNABLE TO ANSWER EXCELLENT OR 100 % TO
ANY OF THE QUESTIONS, PLEASE CONTACT US AT
541-482-1489 OR 800-627-7720 BEFORE YOU
COMPLETE THE SURVEY. THANK YOU VERY MUCH FOR
CHOOSING BUTLER FOR YOUR AUTOMOTIVE NEEDS.

\$102.00
11.9.15

YOUR NEXT SERVICE WILL BE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	202.00
PARTS AMOUNT	50.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	252.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	252.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

REMEMBER...WE CAN SERVICE YOUR OTHER VEHICLES TOO!

CUSTOMER COPY

medford Or,



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National Highway Traffic Safety
Office of Defects investigation
NVS-210

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